



East Cambridgeshire District Council

HOME-LINK

How Home-Link works?

Large Print, CD
and other formats
are available on
request

If you need this leaflet to be translated in your language,
please contact us on: 01353 665555

Polish Jeżeli potrzebują Państwo tę ulotkę w języku polskim,
prosimy o kontakt pod numerem
01353 665555

Portuguese Se você precisa este folheto a ser traduzida na sua língua,
por favor entre em contato conosco
01353 665555

Romanian Dacă aveți nevoie de acest prospect pentru a fi tradus
în limba dumneavoastră, vă rugăm să ne contactați pe:
01353 665555

Lithuanian Jei jums reikia ši lapelį išversti į savo kalbą, prašome
susisiekti su mumis: 01353 665555

Russian Если вам нужна эта брошюра для перевода на ваш
язык, пожалуйста, свяжитесь с нами по: 01353
665555

What is Home-link?

Home-link is a Choice Based Lettings Scheme for council and housing association properties across the Cambridge sub-region.

The Cambridge sub-region covers the following local authority areas:

- Cambridge City Council
- South Cambridgeshire District Council
- Huntingdonshire District Council
- Fenland District Council
- East Cambridgeshire District Council
- Forest Heath District Council
- St. Edmunds bury Borough Council

East Cambridgeshire District Council has given responsibility for managing its housing register on Home-Link to Sanctuary Housing.

Am I eligible to register on Home-link?

You are eligible to register on home-Link if:

- You have connection East Cambridgeshire because:
 - :
 - You live in the District
 - You work in the District
 - You have relatives in the District (mother, father, brother and sister and they must have lived in the District for 5 years or more)
- You want to apply for social housing (housing association properties).

How to register?

Complete an online application form by going to www.home-link.org.uk.

If you have any difficulty filling in the application form, contact Sanctuary Housing.

What will happen after I register?

- Your application will be assessed against the East Cambridgeshire District Council Lettings Policy.
- Your application will be made live and you will receive a letter advising of your banding, application number, priority date in band and a Home-Link user guide.
- You can start looking at properties and placing bids

It is important to keep Sanctuary Housing informed of any changes to your circumstances (for example: changes to your household size, housing situation or medical condition) as these may affect your band or your eligibility for certain properties.

▪ ***Be aware that you have to renew your registration every year. You will receive a reminder letter from Sanctuary Housing. If you don't return it, your application will be cancelled.***

How would I know in which band I am?

You will receive a letter after your application has been made live confirming your banding (A, B, C or D) and band

reason. Your assessed banding will depend on your household circumstances and housing need.

If you consider that the band you have been placed in does not reflect your circumstances you can discuss this with the Lettings Team at Sanctuary Housing or ECDC Housing Department.

How to bid?

Properties available to rent are advertised every week on www.home-link.org.uk. Advertising cycles run from 9am Friday to midday the following Wednesday. You can bid for up to 3 properties per advertising cycle. It doesn't matter when you make your bid during that cycle. It's not first come, first served!

You can bid for a property in one of the following ways

- At www.home-link.co.uk Ask a Sanctuary Housing member of staff to place a bid for you
- Ask ECDC Housing Options Officer to bid for you if you are registered as a homeless.

How long do I need to wait before I get a property?

There is no straightforward answer to this question. It depends on:

- The number of bids for the same property,
- Your banding
- The length of time you have been registered on Home-Link

How do I know my bidding was successful?

Once the bidding cycle has closed,

- The bids received are put in priority order to produce a shortlist of eligible applicants for each property.
- The Housing Association who manages the property will contact you to establish your interest in the property and arrange an appointment for you to view it.

- ***You do not get penalised for refusing a property you have successfully bid for (unless the Council has accepted a statutory homeless duty to you), however, Sanctuary Housing may review your circumstances if you refuse several properties, especially if you are in a high housing needs band and you need to move urgently***
- ***Whilst a property is under offer to you, you will not be able to place a bid on another property (only one property may be on offer to an applicant at one time).***
- ***Contact the landlord if you receive an offer but do not intend to attend a viewing appointment***

- ***Make sure you give Sanctuary Housing your latest phone number and address where they can contact you.***
- ***If you have been successful and they can't contact you, you might miss out.***

Can I stay registered on home-link if I find an accommodation in the private sector?

If you still wish to be housed permanently in social housing you can stay registered, but

- Your application will be reassessed based on your new address and circumstances
- You must tell Sanctuary Housing what your new address is

Who to contact for further advice

The housing register in East Cambridgeshire is managed by Sanctuary Housing. Please contact Sanctuary Housing with queries.

Sanctuary Housing

Avro House

49 Lancaster Way Business Park

Ely

Cambs CB6 3NW

Telephone: 0800 131 3348 **(free from a landline)**

Telephone: 0300 123 3511 **(free from a mobile)**

Please note that this address is for correspondence only.

Sanctuary Housing have a Front of House service at the East Cambridgeshire office if you wish to visit them.

E-mail: east.lettings@sanctuary-housing.co.uk

ECDC Housing Options

You can contact us in any of the following ways:

- *By visiting our Drop-in Surgery's*

Monday, Tuesday and Wednesday between 8:45 to 12:00 (other interviews are appointment only)
Tenancy Support Thursday and Friday 8.45 to 12.00

East Cambridgeshire District Council
The Grange, Nutholt Lane
Ely
CB7 4EE

- *By phone*
01353 665555
- *By email*
Housingmail@eastcambs.gov.uk
- *By writing to us*
Housing Services
East Cambridgeshire District Council
The Grange, Nutholt Lane
Ely
CB7 4EE

Community Hubs

Ely Hub

Ely Lighthouse Centre
13 Lynn Road
Ely
CB7 4EG
Phone: 01353 662228
Every Tuesday 10am to 1pm

Littleport Hub

The Village Hall
Victoria Street
Littleport
Ely
CB6 1LX
First Thursday of every month 10am to 1pm

In emergencies

If you need to contact us outside of office hours in an emergency, please call: 07710978900

Complaint

If you need to complain, please use our separate “complaints” leaflet. You can get a copy from our office.

Advice from other sources

Citizens Advice Bureau information

70 Market Street

Ely

CB7 ALS

0344 245 1292

Shelter

88 Old Street

London

EC1V 9HU

Free housing advice helpline

0808 800 4444

ECHG (Housing Support)

Support and Advice will be given to all residents in accessing and making appropriate bids

The Access Surgery

125 Newmarket Road

Cambridge

CB5 8HA

01223 358961

YMCA (Cambridgeshire & Peterborough)

This organisation provides one to one support. Signposting to relevant training programmes internally and externally to enable young people develop the skills to maintain their own tenancy

Queen Anne House

Gonville Place

Cambridge

CB1 1ND

01223 356998

e-mail: admin@theYMCA.org.uk

Voice Ability

(Previously Advocacy Partners Speaking up).

This organization can support people with physical, learning or sensory disability to apply for housing and other services

Unit 1, The Old Granary

Oakington

Cambridge

CB24 3AR

01223 5558000

01354 651222

ⓘ REMEMBER

- Only bid for properties that closely match your needs
- You can make up to three bids each fortnight cycle
- Make sure Sanctuary Housing have your latest phone number and address and email address
- Keep Sanctuary Housing informed of any changes to your circumstances
- Be aware that you have to renew yearly your Home-Link registration
- Home-Link is not the only way to find a home
- Try other housing options as well: Home Swapper, Private Rented Sector, Share home, Home Exchange etc

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East Cambridgeshire District Council
www.eastcambs.gov.uk

☎: 01353 665555

DO YOU WANT TO KNOW HOW HOMELINK WORKS?